

**DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES**



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**Questions and Answers**

**IFB Number: 0810039GU**

**IFB Title: Web/Email based Random Moment Sampling Software**

**IFB Due Date and Time: September 23, 2008**

**2:00 p.m., Local Time**

**Question #1.** How many state agency users will be accessing the system?

*Answer #1: We will probably only have about 10 at the most.*

**Question #2.** How many different programs and end users will DPHHS be sampling?

*Answer #2: We only have the DPHHS Eligibility Techs and Social workers set up in two separate sample groups. Of this their will be approximately 500 including administrative staff.*

**Question #3.** What is the estimated budget for this project?

*Answer #3: Approximately \$ 25,000 start up and \$15,000 per year thereafter.*

**Question #4.** How many sampling instances does the agency anticipate per quarter?

*Answer #4: Currently we are doing 2,550 for Eligibility Tech and 2,625 for Social workers.*

**Question #5.** Can the agency provide a description of how the samples are currently collected?

*Answer #5: We have software that creates the call list and stores the information collected for generating reports. We have a contract with from 4 to 6 staff that do the calls everyday.*

**Question #6.** Can the agency explain specification (k) on page 11?

*Answer #6: Our current software generates a list and when a position becomes vacant we have to code the rest of the calls for the quarter as vacant. We would like add the new hired person for that position and continue the sample.*

**Question #7.** Will the Agency host this solution? If not, what platforms does the State offer for hosting? This question is related to question 9 below.

*Answer #7: Section 4.1 Specifications and Pricing schedule discusses DPHHS will be looking at the option of the Contractor providing the Server or using DPHHS internal server ; as specified in bid section below. Bid will be awarded to the best option that fits DPHHS needs.*

**Question #8.** Are all questions multiple-choice, or will other kinds of questions (i.e., short answer, long commentary, or “pick all that apply” questions?

*Answer #8: "Pick the activity that applies" along with a small box for any short comments.*

**Question #9.** Will a different set of questions be given to each sample, or will some sets of questions be used for more than one sample?

*Answer #9: The same question for both sample groups--1. are you working on a case? 2. If so, then what is the case, CAPS number? 3. Select one activity that applies. 4. Enter any necessary comments.*

**Question #10.** Item (h) states, “Software must have ability to separately identify different sampling groups of workers ... for unique time periods.” What role do time periods play? Does this mean that individuals may respond within the given time period?

*Answer #10: The time periods refer to creating a sample of calls monthly or quarterly. Currently we do them quarterly.*

**Question #11.** Item (i) specifies that workers may categorize their responses by region or county. Does this mean that they will indicate the region or county in which they are currently working, or that they will enter multiple sets of responses, with one set for each county or region in which they have worked?

*Answer #11: This means for the responses to be able to be categorized by region or county. So county or region may look at results of activity in their areas.*

**Question #12.** Item (bb) requests, “Maintain an audit trail of all state designated fields for a timeframe approved by the state”. We interpret this to mean activity described in item (u) and records of when each worker and question was added, deleted or modified. What other fields should be tracked?

*Answer #12: Activity coding used. For instance if we used a code for 2 years and then changed that activity to represent other area of description, we would need to keep that previous activity history and use.*

**Question #13.** Items (q) and (t) refer to “funding sources”. Is a funding source:

- a. a demographic item associated with each worker,
- b. identified by each worker in a survey
- c. derived by some other means?

*Answer #13: This is an allocation matrix-using Service list(if applicable), Activity list , cost objective, basis allocation, task and task assignment which would allocate to federal funding sources used for each activity. Reports showing the percent of time spent working these funding sources such as--Foster Care IV-E funding, TANF funding, Food Stamp funding, Medicaid funding, Foster IV-B funding etc.*

**Question #14.** Item (q) states, “Ability for system administrator to enter case counts or other allocation basis to spread the aggregated responses to different funding sources.”. We are not sure what this means. Please elaborate.

*Answer #14: Look at answer to Question #13*

**Question #15.** Item (z) refers to the state security standards at <http://itsd.mt.gov/policy/software.asp>. That page has a link to a page listing supported software, <http://svc2.mt.gov/ITSD/SupportedSoftware/ByCategory.asp> . However, this second link produces an error, “There was a problem processing your request.”

*Answer #15: I don't know what date you tried to access the site, but last week we did have a state wide computer system problem that has since been resolved. I did access this site today 09/03/08. Suggest try again and if still having problems contact: [gungerman@mt.gov](mailto:gungerman@mt.gov)*

**Question #16.** Is this a new purchase? If not, what is the name of the incumbent contractor?

*Answer #16: Yes*

**Question #17.** What is the estimated total value of the contract to be awarded?

*Answer #17: Approx \$25,000 for first year start-up cost; thereafter approx \$15,000 per year.*

**Question #18.** Will this be a firm-fixed price contract?

*Answer #18: Section **4.0.2 Cost Increase by Mutual Agreement**. After the initial term of the contract, each renewal term may be subject to a cost increase by mutual agreement.*

**Question #19.** Is there a Program Manager / Technical Lead associated with this initiative? If so, what is their contact information?

*Answer #19: Purchasing Officer Gwen Ungerman 406-444-05846  
[gungerman@mt.gov](mailto:gungerman@mt.gov), until contract has been awarded. Once the contract has been awarded, the name of the Program Manager/ Technical Lead will be made known.*